

Communications Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

April 2018

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Communications Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
CER4451	Air Voice Wireless, LLC	Lifeline	LLB Address Error	1
		Lifeline	LLB Discount Switched to Other Carrier	1
Air Voice Wireless, LLC Total				2
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	8
		Billing	Bill Not Received	2
		Billing	Bundled Services	3
		Billing	Cramming	1
		Billing	High Bill	5
		Billing	Late Payment Charge - LPC	2
		Billing	Other Charges	12
		Lifeline	LLB Application Request	19
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Discount Switched to Other Carrier	2
		Policy and Practices	Safety	5
		Service	Call Quality	3
		Service	Delayed Orders/Missed Appointments	7
		Service	Disconnected In Error	2
Service	Number Portability - Wireless or Landline	1		
Service	Outage	10		
AT&T California Total				84
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	2
		Billing	Bill Not Received	1
		Billing	Cramming	2
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	4
		Billing	Other Charges	2
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	2
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	2
		Service	Disconnected In Error	2
Service	Outage	2		
AT&T Mobility Total				22
CLC6878, CLR6878, IEC6878	Charter	Policy and Practices	Safety	1
Charter Total				1
CLC5698, IEC5698	Comcast Digital Phone	Billing	Payment Arrangements	1
Comcast Digital Phone Total				1
CLR6977	Connect To Communications, Inc.	Lifeline	LLB Application Request	1
Connect To Communications, Inc. Total				1
IER7261, DVS1486	Consolidated Communications Enterprise Services, Inc.	Service	Delayed Orders/Missed Appointments	1
Consolidated Communications Enterprise Services, Inc. Total				1

Utility Code	Utility Name	Category	Subcategory	Count
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	1
		Policy and Practices	White Page Listings - Telephone Directory	1
Cox; Cox Communications; Cox Business Total				3
CLR5233, IEC5233	CREDO; Working Assests Long Distance	Billing	High Bill	1
CREDO; Working Assests Long Distance Total				1
CER4436	enTouch	Lifeline	LLB Federal Program/Equipment	1
enTouch Total				1
CLC1002, LEC1002	Frontier California, Inc.	Billing	Bill Adjustment	6
		Billing	Bundled Services	4
		Billing	High Bill	5
		Billing	Other Charges	6
		Lifeline	LLB Application Request	4
		Lifeline	LLB Approved for Discount	2
		Policy and Practices	Abusive Marketing	4
		Service	Call Quality	2
		Service	Delayed Orders/Missed Appointments	4
		Service	Disconnected In Error	3
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	1
Service	Outage	7		
Frontier California, Inc. Total				49
CLC5429, IEC5429	Frontier Communications of America, Inc.	Service	Outage	1
Frontier Communications of America, Inc. Total				1
CLC5941	Level 3 Communications, LLC	Billing	Slamming	1
Level 3 Communications, LLC Total				1
CEC3079	MetroPCS	Billing	Bill Adjustment	1
MetroPCS Total				1
CLC1141, CLC6336, CLR6336, IEC6336, DVS1141	Powernet Global Communications	Service	Outage	1
Powernet Global Communications Total				1
CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Cramming/3rd Party Billing	1
		Billing	High Bill	1
		Billing	Other Charges	2
		Policy and Practices	Abusive Marketing	1
		Service	Number Portability - Wireless or Landline	1
Sprint; Sprint PCS Total				6
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Application Request	1
		Lifeline	LLB Discount Switched to Other Carrier	2
		Lifeline	LLB Federal Program/Equipment	1
Surelink Mobile; TruConnect Total				4
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	Bill Adjustment	1
Telepacific Communications Total				1
IER6081	TIC Long Distance	Billing	High Bill	1
TIC Long Distance Total				1

Utility Code	Utility Name	Category	Subcategory	Count
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	Bundled Services	1
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	2
		Lifeline	LLB Application Request	2
		Policy and Practices	Abusive Marketing	1
		Service	Delayed Orders/Missed Appointments	1
Time Warner Cable Total				8
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	High Bill	2
		Billing	Late Payment Charge - LPC	1
		Policy and Practices	Abusive Marketing	2
T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile) Total				5
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	Billing	Bill Adjustment	1
		Billing	Other Charges	1
		Billing	Payment Error	1
		Lifeline	LLB Application Request	3
		Lifeline	LLB Approved for Discount	4
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	2
		Service	Outage	1
TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless) Total				14
CEC3043	United States Cellular Corporation	Billing	Other Charges	1
United States Cellular Corporation Total				1
CLC5253, IEC5253	Verizon Access Transmission Services	Lifeline	LLB Application Request	1
		Service	Outage	1
Verizon Access Transmission Services Total				2
CEC3002, CEC3029, CEC3038	Verizon Wireless	Billing	Bill Not Received	1
		Billing	Cramming	1
		Billing	High Bill	2
		Billing	Late Payment Charge - LPC	2
		Billing	Other Charges	5
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	1
		Service	Call Quality	1
Verizon Wireless Total				14
CER4327	Virgin Mobile; Assurance Wireless	Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	7
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Discount Switched to Other Carrier	2
Virgin Mobile; Assurance Wireless Total				12
Grand Total				238

1 Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.